Chuck E.
FOCUS

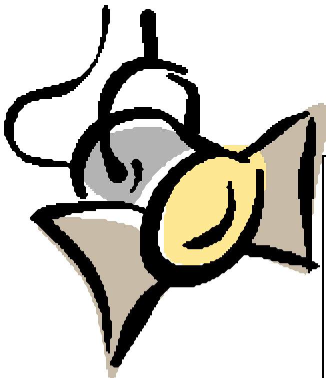
June 3, 2005



INSIDE THIS ISSUE:

Every Guest <u>SEES</u> Happy!





In the Spotlight
Bonnie Marga!

A Plan to Succeed is NO Plan to Fail!

Bonnie Marga



Good Job Turning it Around!

Make Magic Burbank, CA #109

Western Region ~ Ed Porter's District

Great Leadership From GM ~ Oscar Escobar

After having had a disappointing time at your **Burbank, CA** restaurant previously I was told that the District Manager, **Ed Porter** would contact me and he did so. I explained to **Mr. Porter** the problems I encountered on our visit to the restaurant and he assured me that the problem would be corrected. He asked me to call him on his cell phone prior to our visit. **Mr. Porter** told me to contact **Mr. Escobar**, the General Manager, once I arrived and I did. **Mr. Escobar** was kind, polite, and caring. He even had a booth for us when we arrived. The service was outstanding. The servers were tentative and service came with a smile. Chuck E. sang for our daughter as she was blowing out her candles. I was grateful that **Mr. Escobar** thanked me for mentioning the bad service I had, instead of saying nothing, so that he could address those issues within his restaurant. I want to thank District Manager **Ed Porter** for his quick response and General Manager **Mr. Oscar Escobar** for the service he and his staff provided at his restaurant. This was my first visit to Chuck E. Cheese's and I can say that it will not only be a place I take my children to celebrate their birthdays, but Chuck E. Cheese's will be a place where the family will go regularly. Thank you again for making my daughter's second birthday a memorable one for our family.

A Little More Magic...

Making Magic Chattanooga, TN #969

Southern Region ~ Cindy Higdon's District

Great Leadership From GM ~ Jeff Gorman

I took a group of eight special needs students to Chuck E. Cheese in **Chattanooga, TN**. The entire experience from making the reservation (on a date that wasn't very busy) to the excellent service we received was very much appreciated. My support staff was hesitant about taking this group because six of them are in wheelchairs and they thought they might be limited in accessing the facility. They were completely mistaken. The students enjoyed the stage show and were able to get out of their chairs and explore in the baby zone. They enjoyed watching the train exhibit and talked to Chuck E. on the telephone. Each student has a sketched picture as a keepsake of this unforgettable experience. Kindest regards and a special thanks to **Jeff Gorman** and the staff at Chuck E. Cheese in **Chattanooga, TN** for making our experience one that we will not soon forget.



Reminder from Purchasing…..

NO BLEACH

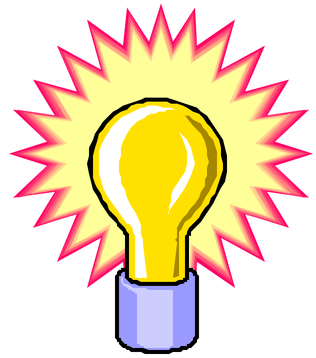


You should not be using any Bleach products. Bleach presents a significant safety hazard and destroys carpet. Only approved cleaning products should be used. If you need a new MSDS list of approved products please contact the purchasing department. Any bleach products currently available through Mclane will be discontinued.

Hourly Ticket Splash Idea

From GM ~ Doug Wolfe

Scranton, PA #541





Great Reminder!



Very Inexpensive!



Stay Organized!



From Human Resources:



Just a reminder that the Sr. Administrator and Administrator positions in our Merchandise Department (Toy Box) are still open. If you have any questions regarding the qualifications for these positions please contact Melody Keeble in Human Resources at 972-257-3057.



TOP 10 SALES VOLUME **WEEK 21** **TOP 10 SALES INCREASE**

Rank	Loc #	Location	Sales Volume	Rank	Loc #	Location	% Increase
1.	446	Bell, CA…………………………………	$68,429	1.	888	OKC Towne South, OK…….....	65.7%
2.	716	NO Vets, LA…..…....……….…………..	$63,392	2.	090	White Settlement, TX………..	46.2%
3.	418	Sun Valley, CA.………….…..…………	$61,501	3.	310	Denton, TX……...…....…………	43.3%
4.	523	Bronx, NY…..…………………….……....	$60,491	4.	094	Joliet, IL………....…...…………	42.5%
5.	522	Brooklyn, NY………….……….……...…	$55,957	5.	309	Wichita Falls, TX……………..	39.0%
6.	453	Ventura, CA……….………………….	$55,560	6.	383	Spartanburg, SC…....…………..	38.1%
7.	596	Grand Prairie, TX…………………….	$53,121	7.	936	Austin, Burnet, TX…….……..	37.1%
8.	438	Kendall, FL…...………...…………….	$52,171	8.	742	Springfield, MO…………....…..	34.7%
9.	513	Queens, NY…....….…………….........	$50,326	9.	559	N. Olmsted, OH……....….…….	34.2%
10.	109	Burbank, CA.....…..…………………	$49,979	10.	426	Lakeland, FL...……..…………	33.5%

Campaign Update



Super Chuck Summer arrived on schedule and is creating lots of excitement in our locations! A few notes:

1. ***RING ITEMS CORRECTLY***…… Follow up with the Super Chuck Pizza special, scrapbooks, limited editions as well as all merch items. If you have issues call POS support.

2. ***INDIVIDUAL PIZZAS*** …..

   a. ***SIZE -*** All individual pizzas should now be the new smaller size. Keep your old pans for back, but whether the guest orders the Super Chuck Pizza special, has the free weekday kids pizza coupon or orders off the menu, all will be the new size.

   b. ***MENU BOARD GRAPHIC*** - Did you know that the size of the individual pizza below your menu board is actually the new size? When these were produced about a year ago, the smaller size had to be used to keep the graphics in proportion. We have just been over delivering to your guest for awhile now! No new materials are needed.

   c. ***COMBINING COUPON OFFERS*** - Several locations have asked about combining the free weekend "kids pizza" with the Super Chuck Pizza offer. These are 2 distinct offers If a guest has the free kids pizza coupon, be sure to ring on that key. All Super Chuck Pizzas include the 8 free tokens and have to be rung on that specific key. Guests must chose which one they want. We do not combine offers. A guest doesn't get the free pizza and the 8 tokens!

3. ***SALES CONTEST*** ……………

   a. Aloha locations will have the capability on the back office main screen to obtain the store results within your district.

   b. Progressive locations will have to visit the following web site after the close of business each Monday to obtain the results.

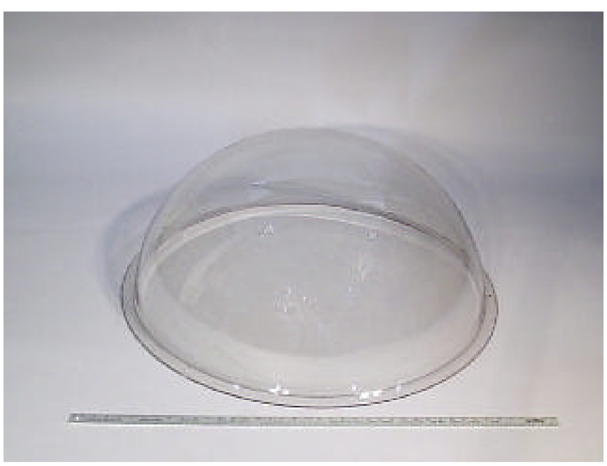
      http://aloha.cecentertainment.com/CEC/contest/Contest.asp

   c. Post the weekly ranking numbers on the poster that we provided for your location during the roll out. What can you do to move up in the ranking for next week? Discuss it with your team at this week's Directional.

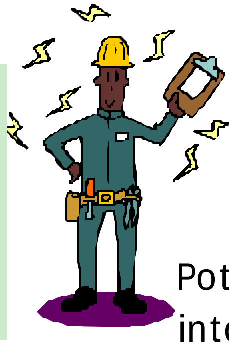
4. ***TOY BOX UPDATE………*** be sure to read the Toy Box info for updates on Super Chuck Summer prize and merch items!

Tech Support Tips

The SPT Parts Department now has available at a greatly reduced cost Plexi-glass Domes for the Hungry Hippo and Cyclone games made by I.C.E. Holes will have to be drilled for the new dome to fit your game. Enclosed with the dome is a special drill bit that is specifically designed for drilling holes into plexi-glass and will prevent cracking. Please call the SPT Parts Department at 785 862 6005 should you need a replacement dome.



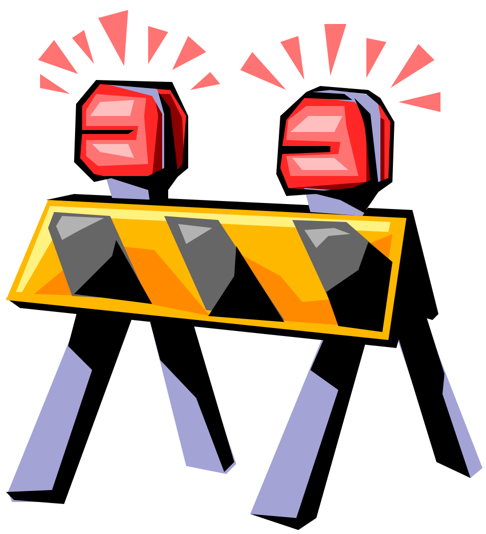
Part # GCC-0002 and the cost is $139.20



Pot Holes Are A Pain

By Facilities

Potholes in your parking lot can turn into craters if not addressed in a timely manner. It's good practice to walk your parking lots a minimum of once a week to look for potholes or potential asphalt/concrete failure.



If you have pot-holes, or failing as-phalt/concrete, please contact the Facilities Dept. at 972/258-5643. If it is the Land-lord's responsibility to repair the parking lot, we will notify them to make repairs. If the parking lot is CEC's responsibility, we will get a bid to make repairs and contact your District Manager for approval.

Please don't let craters grow in your parking lots! Have a great summer!



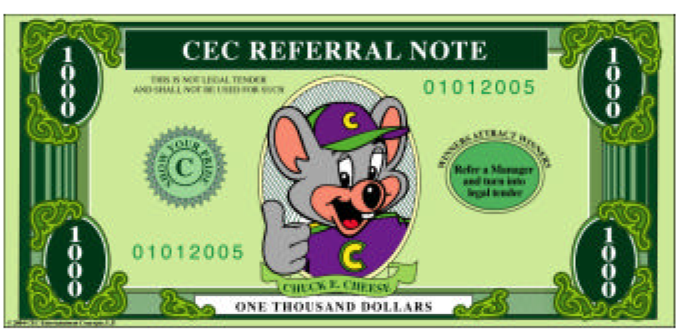
Remember!

If you refer a winner you will be entered into our quarterly drawing for **$1,000!!**

THANK YOU $1,000 TIMES OVER!!

Nick Ray #606

You will receive $1000 for your referral, **Michael Martin** in next week's mail!



Northern Region

N. Edmonton, ALB – Mgr
Newington, CT – Tech, Mgr
Portland, ME – Tech
Lowell, MA – Mgr
N. Bergen, NJ – Tech
Middletown, NJ – Ast Mgr
W. Long Branch, NJ – Cl. Coord
North Wales, PA – Mgr
Allentown, PA – Mgr
Brookfield, WI – Mgr
Appleton, WI – Mgr
Chase, WI – Mgr
Melbourne, FL – 2 Mgr, Tech
Jensen Beach, FL – Mgr, AM
Harlem, NY – Mgr
Lakeland, FL – Tech
Hicksville, NY – Tech
Harlem, NY – Tech
Poughkeepsie, NY – Ast Mgr
Orange, CT – Mgr
Springfield, MA – Mgr
Meriden, CT – Mgr
Vancouver, ONT - Mgr

Midwest Region

Rochester, MI – Tech
Vernon Hills, IL – Mgr
Crystal Lake, IL – Ast Mgr
Naperville, IL – Mgr
Skokie, IL – Mgr
St. Paul, MN – Mgr
Sioux City, IA – Tech
Grand Rapids, MI – Mgr
Mayfield Heights, OH – Ast Mgr
Niles, OH – Ast Mgr
Akron, OH – Ast Mgr
Beaumont, TX - Mgr
Port Huron, MI - Tech
Cincinnati, OH - Mgr

Western Region

Mira Mesa, CA – Ast Mgr
El Centro, CA – Ast Mgr
Torrance, CA #358 – Mgr
Torrance, CA #465 – Mgr
San Bernardino, CA – Mgr
Anchorage, AK – Mgr
Kent, WA – Ast Mgr
Lakewood, CA – Mgr

Southern Region

Dover, DE – Ast Mgr
Hagerstown, MD – Mgr
Largo, MD – Mgr
Glen Burnie, MD – Mgr
Jonesboro, GA – Tech

Do you know a Winner?

Check out the current management and technician opportunities!!

Call the Referral Hotline

972-258-5552



4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507

Chuck E. Cheese's

Where a kid can be a kid!

www.chuckecheese.com

LIGHTBOX INSERT & MENU PANEL INSERT STANDARD

If your location receives new **MENU PANELS** and / or **LIGHTBOX INSERTS** for a new food product test or a new promotion please make sure to store your old materials in a safe place for possible future use. If we decide to stop these tests or change promotions you will be able to reuse your old materials. Saving these materials will save your store money from having to reprint and reship these. Thank you.

Compliments

Weekending May 29, 2005



Midwest Region:

345,359 & 2-736

Western Region:

307

Southern Region:

562,387,2-118 & 771

Northern Region:

435 & 471

GUEST BUSTERS

Complaints

Weekending May 29, 2005

Midwest Region:

342,795,713 & 737

Western Region:

453 & 461

Southern Region:

454,609,616,869 & 636

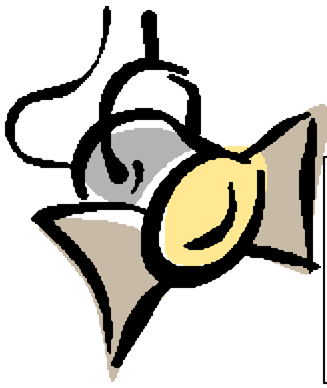
Northern Region:

843,842,728,471,513,494,436,780,560,3-480,448 & 3-844



Chuck E. FOCUS

June 10, 2005



In the Spotlight
Heath Landon!

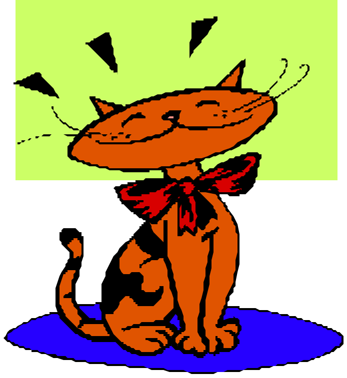
"Sometimes the wrong decision is better than no decision at all."

Heath Landon



INSIDE THIS ISSUE:

Sales, Smiles & Service!





Making Magic!

Make Magic Lansing, MI #326

Midwest Region ~ Bill Pressel's District

Great Leadership From GM ~ Chad Estrada

I am a frequent visitor at the **Lansing, MI** Chuck E. Cheese and would like to say that the employees and the service that this store exhibits is excellent and very comforting. I was very impressed by the employees at their ages, how courteous and friendly everyone is. The restaurant is always clean and everyone is extremely helpful. I brought my two young children to Chuck E. Cheese last Saturday and I was very impressed by the young lady that was working the front door, I believe her name was **Stephanie**, she made sure that we had a good time, boxed our pizza after we where done and was very up beat and friendly. Also during our stay a young female manager, I believe her name tag said **Abbey** and the gentlemen in the game area **Doug** and **Stephanie** all played games gave out prizes and basically made sure everyone was having a great time. My children really enjoyed themselves. I think that all of the employees at this location are very helpful and personable. Thank you and keep up the good work!

A Little More Magic...

Making Magic Hamburg, NY #516

Northern Region ~ Bill Eich's District

Great Leadership From GM ~ John Lucas

I had an organizational party with you today and I want to make sure to tell you that the service, food, and the management was outstanding!!! We had 32 children under the age of 5 and had a great time!! **Cara** was our party pro and went above and beyond the call of duty to make sure our experience was perfect! The kids loved Chuck E. and they were very excited to dance with him! Please let the entire staff know what a great job they did! I'm sorry that I did not get all of their names. The guy who helped Chuck E. dance was great as well! **Guy** was at the door and gave a sad little boy three tokens and John was the manager! I'm sure I am missing a few but everyone was Spectacular! Thank you so very much! We will see you again next year!



401(k) ENROLLMENT



401(k) Enrollment is going on right now. Packets were sent out to every location on June 3rd. There were also extra enrollment forms and contribution change forms sent.

If you have been with the company for at least 6 months and worked at least 500 hours in your first 6 months you can enroll in the 401(k) plan.

Contributing already? Now is the time to change your contribution percentage if you want. Remember you can contribute up to 40% of you salary!

The deadline is June 24, 2005. You can fax your form to (972) 258-5543 to ensure you make the deadline.

If you need a form to enroll or change your percentage, just call the Benefits Department at extension 5496.

JUNE 19, 2005 COUPON PROMOTION

All markets will be participating in a newspaper coupon promotion in June. Below is a detailed list by market with coupon versions.

SUPER FUN FAMILY PACK	FUN TIME PACK	FUN MEAL DEAL	BIG BLAST PACK
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $20.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:		RALEIGH/DURHAM	YOUNGSTOWN
ALBANY, GA	DAYTON/SPR.	LAFAYETTE	RENO
ATLANTA	DENVER	LAKE CHARLES	ROANOKE
AUGUSTA	DES MOINES	LANSING	ROCKFORD
BATON ROUGE	DETROIT	LAS VEGAS	SAN ANTONIO
BEAUMONT	ERIE	LEXINGTON, KY	SAVANNAH
BILOXI-GULFPORT	EVANSVILLE	LINCOLN	SHREVEPORT
BIRMINGHAM	FLINT/SAGINAW	LITTLE ROCK, AR	SIOUX FALLS
BOISE	FT. SMITH/FAYETT	LOUISVILLE	SOUTH BEND
BUFFALO	FT. WAYNE	MADISON	SPRINGFIELD, IL
CEDAR RAPIDS	GR. RAPIDS (W/O MUSK & HOLL)	MCALLEN-BROWNSVILLE	SPRINGFIELD, MO
CHARLESTON, SC	GREENBAY	MEMPHIS	TAMPA/ST. PETE
CHARLESTON, WV	GREENSBORO-WINSTON SALEM	MIAMI	TOLEDO
CHARLOTTE, NC	GREENVILLE, SC	MILWAUKEE	TOPEKA
CHATTANOOGA, TN	HOUSTON	MOBILE/PENSACOLA	TULSA
CINCINATTI	HUNTSVILLE	NEW ORLEANS	TYLER/LONGVIEW
COLORADO SPRINGS	INDIANAPOLIS	NORFOLK/VIRGINIA BEACH	WEST PALM
COLUMBIA, SC	JACKSON, TN	OKLAHOMA CITY	WICHITA FALLS
COLUMBUS, OH	KANSAS CITY	OMAHA	WICHITA, KS
CORPUS CHRISTI	KNOXVILLE	ORLANDO	WILKES/BARRE -SCRANTON
DAVENPORT	LACROSSE	PEORIA	WINSTON/SALEM

SUPER FUN FAMILY PACK	FUN TIME PACK	FUN MEAL DEAL	BIG BLAST PACK
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $19.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:	WACO		
ALEXANDRIA	EL PASO	JOHNSTOWN/ALTOONA	MONTGOMERY
AMARILLO	HATTISBURG, MS	LUBBOCK	MUSKEGON & HOLLAND, MI
COLUMBUS, GA	JACKSONVILLE	MACON	ST. LOUIS

SUPER FUN FAMILY PACK	FUN TIME PACK	FUN MEAL DEAL	BIG BLAST PACK
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $21.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $24.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 75 tokens ONLY $27.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $30.99 WITH COUPON

MARKETS:	WASHINGTON DC	YUMA, AZ	
ALBANY, NY	DALLAS/FT. WORTH	PALM SPRINGS	ROCKY MOUNT
ALBUQUERQUE	FRESNO/VISALIA	PHILADELPHIA	SALINAS/MONTEREY
ANCHORAGE	GOLDSBORO	PITTSBURGH	SALISBURY, MD
BAKERSFIELD	HARRISBURG, PA	PORTLAND, ME	SAN FRANCISCO
BALTIMORE	JACKSONVILLE, NC	PORTLAND, OR	SEATTLE
BINGHAMPTON (VESTAL)	LOS ANGELES	PROVIDENCE	SHERMAN
BOSTON	NEW YORK	RICHMOND	SPRINGFIELD, MA
CHICAGO	OLYMPIA	ROCHESTER	SYRACUSE, NY

SUPER FUN FAMILY PACK	COOL TIME PACK	DOUBLE PLAY DEAL	BIG BLAST PACK
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $20.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 65 tokens ONLY $25.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo -2 regular size soft drinks - 80 tokens ONLY $25.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $30.99 WITH COUPON

MARKETS:	BOWLING GREEN	CLEVELAND	NASHVILLE
AUSTIN	MINNEAPOLIS		

SUPER FUN FAMILY PACK	COOL TIME PACK	DOUBLE PLAY DEAL	BIG BLAST PACK
- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $21.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 65 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo -2 regular size soft drinks - 80 tokens ONLY $26.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $31.99 WITH COUPON

MARKETS:	HARTFORD	SACRAMENTO	SAN DIEGO

SUPER BUFFET SAVER
Get 5 free tokens with each buffet purchase

MARKETS: MIDLAND, TX

Call the POS department at 972/258-5451 if you have any questions about your registers. If you have any questions after hours, call 817/870-0744.

Please call Piper Ranne in the marketing department if you have any questions about the coupon promotion.

Hey Guys Check this out...

Naperville, IL was running a Merchandise TEST to give away a CEC Party for 18,000 tickets...and someone finally saved up enough and won!!

Jenny Yockey is the GM in Naperville and her and her team had to get very creative when a young man won and wanted to throw his teacher a retirement party!

Here is a brief description from **Jenny** on how well that party went...

I just wanted to tell you about the 18,000 ticket party. It went VERY well. It ended up not being a birthday party but a surprise retirement party for the teacher. The student, Billy, who had saved up all of his tickets used them towards his teacher's retirement party and not for himself. When we arrived at the school, we waited for the teacher to leave the room, then without any of the kids or teacher knowing, we snuck Chuck E into the room and waited for the teacher to arrive. Mr. S was very surprised! We ate pizza and cake and then did the Limbo and Chuck E. Says. All of the kids were VERY excited and got into it!! We even got the room moms, dads, and Mr. S. to come and dance with us! Then there was one of the big $11.99 balls presented to Mr. S with everyone's signature and best wishes. We then asked questions about the states (that is what they had learned this year) and gave out some of our fabulous merch prizes to the ones with the correct answers. After all of that we handed out grab bags that I had made and 10 free token stickers to all of the kids. They were all very grateful and so excited! I even saw some of the kids that night at my store!!!! At first this seemed as though it would be a difficult task because this has not really been done before, and it was not a birthday party but a retirement party. In the end it turned out to be so much fun and exciting for the kids, I would love to do it again!!

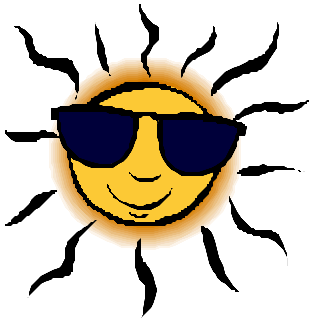


TOP 10 SALES VOLUME — WEEK 22 — TOP 10 SALES INCREASE

Rank	Loc #	Location	Sales Volume	Rank	Loc #	Location	% Increase
1.	446	Bell, CA……………………………………	$85,413	1.	381	Concord, NC…………………..	108.4%
2.	418	Sun Valley, CA…………….…………..	$73,632	2.	607	Atlanta, GA……………………	105.1%
3.	117	Kennesaw, GA..………….……………	$72,670	3.	438	Kendall, FL…..…...…………	88.3%
4.	420	Brandon, FL..…………………..……....	$72,232	4.	424	Hialeah, FL…....…...…………	83.1%
5.	682	Boca Raton, FL……………….……...…	$70,702	5.	602	Conyers, GA…………………..	75.4%
6.	523	Bronx, NY…………..……………….	$66,902	6.	725	South Dade, FL…...…………..	69.1%
7.	438	Kendall, FL…………………………….	$65,594	7.	039	Albemarle, NC…....…….……..	68.6%
8.	722	Orlando, FL…...…………...……………	$65,566	8.	954	Wilmington, DE………….....…..	66.5%
9.	716	NO Vets, LA…...…..……………….........	$64,044	9.	682	Boca Raton, FL……....….…….	65.2%
10.	616	Buford, GA…......…...……………………	$63,897	10.	690	Jensen Beach, FL………….	63.8%

The HEAT is on!

By Facilities



Summer is upon us and your HVAC contractor should have performed your summer quarterly preventive maintenance visit in May or June, depending on the weather in your area. In July or August you will be receiving a filter change only from your HVAC vendor. Make sure they show you the old filters and that they are dating the new filters as they are putting them in the unit.

If you have an HVAC or refrigeration problem that the unit is non-functioning, please call your HVAC or refrigeration contractor immediately for service and then notify the Facilities Department at 972/258-5643 so we may assist you in getting your unit operational as soon as possible. We rely on you to tell us if you are not receiving proper and timely service.

As a reminder, please do NOT completely turn off your HVAC units at the close of business. Latent heat stores in the carpet, walls and furnishings and it takes awhile to cool those down. While it is a good idea to set your HVAC thermostats back at close, do not set them back more than 6-8 degrees. The units should be set to come back to a comfortable temperature (1) hour before the space is occupied. This will keep the units from working too hard to cool down the space in a short amount of time. "Staging" the units to come up at different intervals will also help reduce your utility costs. For example, the kitchen unit should be set to come on at 7:00 a.m. before prep starts at 8:00 a.m. The front cash areas could be staged for one or two units to come on at 8:30 a.m. and another two at 8:45 a.m., etc. This is just a suggestion; you can come up with your own schedule to suit your facility's needs.

Thank you and have a "COOL" summer!

Please Budget for the following charges:

Pd 6

$17 Office Supplies (2nd qtr log book/ RQS and Guest Relations video production)

$130 Employee Benefits (Super Chuck Summer)

$25 Training (May roll-out package)

Pd 7

$23 Office Supplies (3rd qtr log book/ tech log book/Cast member of the month pins)

$130 Employee Benefits (Super Chuck Summer)

$30 Training (May roll-out package & updated videos - Spanish & mgmt video)

Pd 8

$23 Office Supplies (3rd qtr log book/ tech log book/Cast member of the month pins)

$12 Office Supplies (inventory manual w/ inventory upgrade from Steve Kooker)

$20 Training (May roll-out package & updated videos - Spanish & mgmt video)

Pd 9

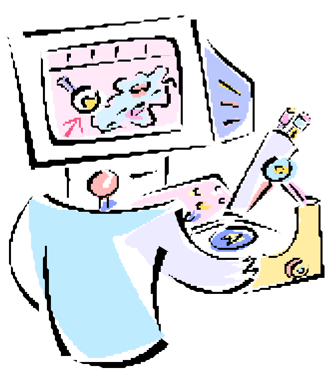
$23 Office Supplies (3rd qtr log book/ tech log book/Cast member of the month pins)

$20 Training (May roll-out package & updated videos - Spanish & mgmt video)

Tech Support Tips



The SPT Technical Support Department will now be providing advance replacement computers for the Slide It game made by Global VR. Please call the SPT Technical Support Department at 785-862-7810 should your computer fail.



The Fixed Assets department would like for all Technicians to compare the asset tag numbers for each game, from the game collection report to the tags that are on the games. If there is any discrepancy please correct them on the game collection report.

SMILES PROGRAM

» Please **DO NOT** send the tracking envelopes to the office. This envelope should be kept in the cast member's employee file. You can toss the cards once a winner is chosen, but the envelope should be kept since the winner signed it verifying that they received their prize.

» The total amount of Smile cards that your store will receive for the entire program is 450 – don't use them all at once. You should hand out approximately 32 cards per week. Don't forget; your DM/AD, RVP, Trainer, Recruiter, Regional Tech and some guests will also have Smile cards to hand out.

» Uniform Credit – this is a store expense and can be handled several ways:



- ✓ give your cast member uniform pieces that you have at the store
- ✓ purchase them tennis shoes or a Hawaiian shirt
- ✓ have them turn in the receipt and reimburse them up to $15

Take your receipts, attach to paid out receipt along with the scratch off card and submit in your packet as normal for paid outs.

ENTERTAINMENT

Breaking News!!!!!!!!!! Entertainment has produced a Super Chuck Summer Road Show Live. These will ship from Dallas on June 17. Keep the excitement going in your store with this great road show option

COMMUNICATION IS KEY!

You will see Super Chuck Summer cast member reminders with your next payroll checks, please take the time to staple one to each paycheck and keep the communication strong throughout the summer.



Remember!

If you refer a win-ner you will be entered into our quarterly drawing for **$1,000!!**

Western Region

Mira Mesa, CA -Mgr
El Centro, CA -Ast Mgr
Torrance, CA -Mgr
Kent, WA-Ast Mgr
Anchorage, AK-Mgr
San Bernardino, CA-Mgr
Santa Maria, CA -Mgr, Ast Mgr, Tech
Foothill Ranch, CA -Ast Mgr
Oceanside, CA-Tech
Lakewood, CA -Mgr
Newark, CA-Mgr
Citrus Heights, CA -Mgr
Arden, CA -Mgr
Roseville, CA -Mgr, Ast Mgr, Tech
Valley View, TX-Tech
Plano, TX-Tech
Rockwall, TX-Tech
Amarillo, TX-Ast Mgr, Mgr
Allen, TX-Mgr
Sherman, TX-Cl Coord
Greely, CO-Ast Mgr, Mgr
Auroa, CO-Tech
Littleton, CO-Tech

Northern Region

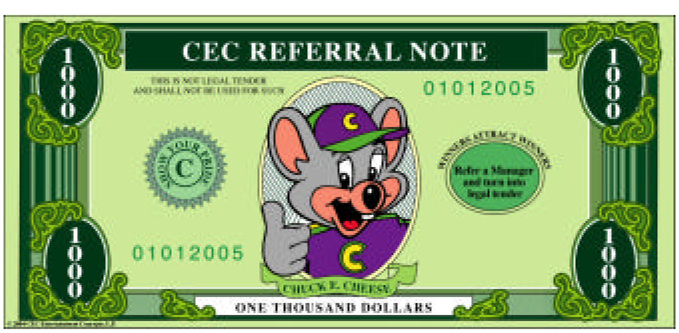
Lakeland, FL-Tech
Melbourne, FL-Tech, 2 Mgr
Jensen Beach, FL-Mgr
Meriden, CT-Mgr
Lowell, MA -Mgr
Portland, ME-Tech
Newington, CT-Mgr
Harlem, NY -Mgr, Tech
Allentown, PA -Mgr
N. Bergen, NJ-Tech
Poughkeepsie, NY -Mgr
Hicksville, NY -Tech
W. Long Branch, NJ-Cl Coord
Middletown, NJ-Ast Mgr
Doylestown, PA -Cl Coord
North Wales, PA -Cl Coord
N. Edmonton, ONT-Mgr
Langley Vancouver, BC-Mgr

Midwest Region

Cincinnati, OH-Mgr
Port Huron, MI-Tech
Rochester, MI-Tech
Victoria, TX-Mgr, Mgr
Beaumount, TX-Mgr
Hobart, IN-Mgr
Naperville, IL-Mgr
Vernon Hills, IL-Ast Mgr
Crystal Lake, IL-Ast Mgr
St Paul, MN-Mgr
Sioux City, IA-Tech
Skokie, IL-Mgr
Grand Rapids, MI-Mgr
Mentor, OH-Tech
Mayfield Heights, OH-Ast Mgr
Niles, OH-Ast Mgr
Akron, OH-Ast Mgr
Davenport, IA-Mgr

Southern Region

Dover, DE-Ast Mgr
Glen Burnie, MD-Mgr
Columbus, GA-Tech
Hagerstown, MD-Mgr
Largo, MD-Mgr
Jonesboro, GA-Tech



Do you know a Winner?

Check out the current management and technician opportunities!!

Call the Referral Hotline

972-258-5552

SCRAPBOOK PAGES

How did you rank on the Scrapbook Sales Contest? We had 25 locations selling 1% of their total sales in Scrapbooks and 3 locations that did over 2% for the first week of the contest! Great news. But how are they doing this? Calls to these locations tell us:

1. The Scrapbook pages are out and being shown to guests at multiple places – Kid Check, cashier, BD hosts. The cast members make the difference!! Be sure your cast members are proactive with this item! Just having the displays at the registers isn't enough.
2. Stores have put together an actual scrapbook using the CEC pages with pictures from the photo ride and sketch book to give guests ideas.
3. Locations have begun their own contests to reward top selling cast members.
4. Locations have set a goal per shift, i.e. sell 3 Scrapbooks per shift. Breaking a goal down to smaller pieces can make it more attainable
5. How about changing your phone greeting? "Thank you for calling Chuck E. Cheese's during Super Chuck Summer where every game is just one token and we now offer Limited Edition Scrapbook pages. This is _____, how may I help you?" – This suggestion came from store #082, Independence, MO. They sold 70 packets during week 1 – WOW!!!

Let's push these numbers higher! But, only Scrapbook pages should be rung up on the Scrapbook register key. We are matching sales to inventory movement. **No discounting or free tokens allowed with the purchase of a scrapbook**.

Can guests purchase Scrapbook Pages with tickets?

- Yes. Just like any other merch item, guest can pay for part of this item with tickets. When using tickets, take the remaining $$ amount and enter it in the register using the "miscellaneous merch" key. You will only receive credit towards the contest for Scrapbook Pages that are sold for the FULL cash value (using the designated button on the register). Your store and the guest win either way.

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507

Chuck E. Cheese's

Where a kid can be a kid!

www.chuckecheese.com

El Centro, CA #370



Compliments

Weekending June 5, 2005



Midwest Region:

97 & 326

Western Region:

0 ~ Better luck next week!

Southern Region:

502

Northern Region:

488,755,650,430,77,496 & 516

Complaints

Weekending June 5, 2005

Midwest Region:

740,47,303,94,536 & 32

Western Region:

109,324,318,321,721,41,579 & 596

Southern Region:

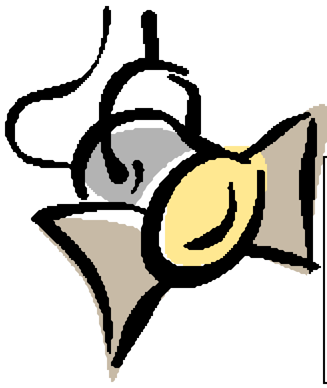
693,607 & 387

Northern Region:

833

Chuck E. FOCUS

June 17, 2005



In the Spotlight
Chris Weis!

"Getting good people is easy. Getting them to work together is the challenge."

Chris Weis



INSIDE THIS ISSUE:

Please remember Company Policy prohibits food being brought in from outside. The only food items allowed are cake (dessert item) and ice cream.





Making Magic!

Make Magic King of Prussia, PA #543

Southern Region ~ Jerry Lutskus District

Great Leadership From GM ~ Ken Pritchard

I am writing this letter to acknowledge the exemplary customer service displayed by two of your employees, **Dawn Vitko** and **Kelly Young**. On May 12, 2005 my fifteen year old nephew who was an innocent victim in a shooting passed away. He left behind four younger brothers. While the rest of the family handled matters at the hospital, I took the boys to your Chuck E. Cheese in **King of Prussia, PA**. **Dawn** and **Kelly** went out of their way to make the night more pleasant for them. We arrived very late I the evening and they made it possible for Chuck E. Cheese to come out and greet them. It really took their minds off of their loss. At the close of the evening the girls proceeded to exert their kindness by helping with prizes at the prize center. I was very drained and appreciated their assistance. I may not have thanked them that night because I was so out of it, but I would like to thank them and acknowledge their warmth and kindness now. Thank you **Dawn & Kelly**!

A Little More Magic...

Making Magic Richardson, TX #594

Western Region ~ Jonathan Moore's District

Great Leadership From GM ~ Wayne Galloway

I just wanted to tell you that my best friend and I each have 2 children. We took our kids to Chuck E. Cheese in **Richardson, TX** to eat and have some fun. My children are 20 and 2 months and my friends children are 18 and 4 months. It was a lot of fun and the food was great. We enjoyed having Chuck E. come out to meet and greet us, we even got our pictures taken. It was a lot of excitement, not just for our toddlers but for us as, the mothers too! The only thing that was very interesting to me was the fact that the prizes cost too much. It is almost impossible to get 2000 tickets for my son's favorite character, Bob the Builder. There are great prizes, but it would take a lot of time and money for me or my toddler to collect 2000 tickets. Everything else was great. I just wish it could be a little easier to collect the tickets or to be able to purchase the prizes. Overall, I had a great time and I am sure we will be back to take our toddlers to play plenty over the summer and during their early years of life. Chuck E. Cheese's is a great place for a family outing!



APRROVED CLEANING CHEMICALS

From Training...



A reminder that **ONLY COMPANY APPROVED CLEANING PRODUCTS** may be used in all CEC locations! The approved chemicals are located in the CEC General Section of the School of Service Manual. 'Clean Grip' is also approved. NO 'off brand' chemicals are to be used due to cost as well as liability factors. If you currently have any non - approved chemicals in your store, THROW THEM AWAY!

Did you know that one 32 oz bottle of 'store bought' glass cleaner costs between $1.00-$2.00 and that the same size bottle of mixed Oasis 255 is $0.28? So, are you really saving money????

Training Tip:

There is no set standard on what you should use to clean in your store, as long as you are using CEC approved chemicals. It is up to the RVP, DM, GM and the Health department.

Remember though, to sanitize tables, games, rides, sky tubes, and kitchen equipment.

FROM LOSS PREVENTION…

PLEASE LOOK FOR DAILY SAFETY TIPS/ SAFETY FACTS IN YOUR MANAGERS' RED BOOK (UNDER THE "DAILY REMINDERS"): THE TIPS & FACTS CORROLATE WITH THE MONTHLY SAFETY THEME.

June 2005 – Harassment & Reporting

1. All complaints of sexual harassment will be investigated. Managers should immediately contact Human Resources (HR) and the HR department will direct the investigation of all sexual harassment issues.

2. Some examples of verbal sexual harassment: making sexual comments or innuendos, telling sexual jokes or stories.

3. Why some people hesitate in talking about sexual harassment situations: Many may fear for their personal safety.

4. Making kissing sounds, howling, and smacking lips are all examples of verbal sexual harassment.

5. Why some people hesitate in talking about sexual harassment situations: They do not want the sexual harasser to get in trouble.

6. Determining if your behavior is unwanted, ask would I behave the same way if the person I'm in a relationship with were standing next to me? (my wife/husband, girlfriend/boyfriend)

7. Why some people hesitate in talking about sexual harassment situations: They just do not know how to deal with the situation or whom to talk to.

8. Sexual harassment is NOT determined by the intent of the comment or joke, but is determined by the recipient's perception.

9. Why some people hesitate in talking about sexual harassment situations: They are concerned about being labeled a "trouble maker", especially if they are new on the job.

10. A manager can be held personally liable for his/her sexually harassing behavior.

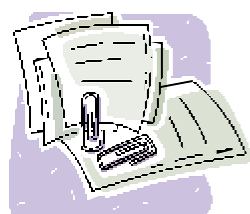
WORKERS' COMP…

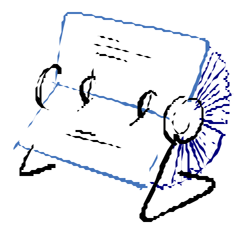
Effective 4/25/2005 all Workers Compensation (Employee Injury) Claims (excluding Canada, Ohio, Washington, & West Virginia) must be called into:

Xpresslink @

1-877-232- 2524

This service is available 24/7/365 & has been implemented to help expedite the handling of WC Claims. Remember, management is required to report claims within 24 hours to Xpresslink. Any questions just call (972) 258-4259.





Every location should have received new "Kits" last week – please ensure all old materials are thrown away & that the new posters, forms, rolodex cards, etc. are in place immediately. Medical bills must be submitted to the appropriate Crawford office (refer to the kit for your designated location) NOT the Support Center. Please do not communicate with or mail items to SRS effective immediately. Remember the CEC WC department is available if you need assistance or have any questions – just call!







WOW!! What a cool idea!!

Brandon, FL #420 created this AWESOME Merch Cart. Check it out!!

The Merch is nicely placed and the balloons and cotton candy are tied on to add just the right touch!

GOOD JOB VINCE MIRANDA & BRANDON, FL TEAM!

TOP 10 SALES VOLUME — WEEK 23 — TOP 10 SALES INCREASE

Rank	Loc #	Location	Sales Volume	Rank	Loc #	Location	% Increase
1.	446	Bell, CA…………………………………	$77,092	1.	742	Springfield, MO……..………..	72.6%
2.	420	Brandon, FL……..………….…………..	$74,766	2.	438	Kendall, FL……………………	45.2%
3.	438	Kendall, FL…………………..……………	$65,930	3.	424	Hialeah, FL…..…...…………	44.6%
4.	722	Orlando, FL……………….....……….....	$65,512	4.	615	Fayetteville, GA……....…………	38.9%
5.	424	Hialeah, FL……………….…………...…	$65,260	5.	682	Boca Raton, FL………………..	35.1%
6.	418	Sun Valley, CA……..………….………..	$64,981	6.	690	Jensen Bch, FL…...…………..	34.6%
7.	433	Pembroke Pines, FL………...……….	$64,807	7.	722	Orlando, FL……..……..……..	30.5%
8.	682	Boca Raton, FL…………...……………	$64,554	8.	365	Cool Springs, TN………....…..	29.5%
9.	453	Ventura, CA…...…..………………….........	$63,305	9.	460	St. Petersburg, FL…...….……	28.5%
10.	430	Tampa, FL…......…...…………………….	$62,280	10.	362	Cerritos, CA……….....………..	28.4%

LET'S KEEP OUR GUESTS SAFE

KID CHECK:

Break-Away magnets are a **MUST** for your kid check stand on **ALL 3** hooks

➔ To prevent the kid check stand from tipping over when pulling on the ropes

➔ To allow for faster service for our guests entering and exiting through kid check

➔ Break-away magnets can be ordered through our purchasing department





MERCH:

Use the approved Air Pressure Gauge when airing up Basketballs, Kickballs, or Mini-Basketballs

➔ To prevent the possible "popping" of the ball, harming the Guest or Cast Member

➔ Air the balls up until the wrinkles disappear, DO NOT EXCEED PROPER AIR PRESSURE

➔ Gauges can be ordered through our parts department





Tech Support Tips



I.C.E. Sketch Book – Correcting "Out of Paper" error screen.

Reboot the computer. Once the ad rotation or "out of paper" screen appear on the screen press 'Q'. Pressing 'Q' will drop you to the linux booth menu.

Once you are at the linux booth menu look for an option with the description *system configuration*. If this option does not appear press 'F2' while holding the 'Alt' key this drops you to the linux bash shell. (A Dos like environment)

You will be required to login using the following username and password.
Username: vend
Password: fotofant

Once logged in type: syscfg
This will load the system configuration menu

Move the cursor by pressing the left, right, up and down arrow keys on the keyboard to the field labeled coin acceptor.

Once you have selected the appropriate field press 'F2' to display the floating menu and select 'NRI' or 'YES' from that menu.

Once the appropriate selection has been made press 'Enter'
Then press 'F10'to save and exit
Then press 'Y' to save changes

You will now be automatically drop to the bash shell
Type 'reboot'

Once rebooted the out of paper error message should be corrected.
If not please contact the I.C.E. tech support at 716 759 0360.

Marketing Update...

We are participating in a cross promotion with Blockbuster Video. The attached offer for 35 free tokens with the purchase of a large pizza will be included in their Bonus Pak which will be mailed to the homes of their subscribers the week of 7/05/05. Please note the coupon expires August 30, 2005 and the coupon code is #117.

The front of the insert is the coupon and the back is our Super Chuck Summer message.

If you have any questions or concerns please contact Brenda Holloway at 972/258-4222.





Northern Region

Lakeland, FL-Tech
Melbourne, FL-Tech, 2 Mgr
Jensen Beach, FL-Mgr
Lowell, MA-Mgr
Portland, ME-Tech
Harlem, NY-Mgr, Tech
Allentown, PA-Mgr
N. Bergen, NJ-Tech
Poughkeepsie, NY-Mgr
Hicksville, NY-Tech
W. Long Branch, NJ-CI Coord
Middletown, NJ-Ast Mgr
Doylestown, PA-CI Coord
North Wales, PA-CI Coord
N. Edmonton, ONT-Mgr
Langley Vancouver, BC-Mgr
Racine, WI-Tech
New Market, ONT-Mgr
Regina, ONT-Tech, 2 Mgr
Kingston, ONT-Tech, 2 Mgr

Remember!

If you refer a winner you will be entered into our quarterly drawing for **$1,000!!**



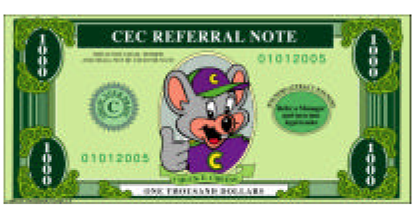
Midwest Region

Cincinnati, OH-Mgr
Port Huron, MI-Tech
Rochester, MI-Tech
Victoria, TX-Mgr, Mgr
Beaumont, TX-Mgr
Hobart, IN-Mgr
Naperville, IL-Mgr
Vernon Hills, IL-Ast Mgr
Crystal Lake, IL-Ast Mgr
St Paul, MN-Mgr
Grand Rapids, MI-Mgr
Mentor, OH-Tech
Mayfield Heights, OH-Ast Mgr
Niles, OH-Ast Mgr
Akron, OH-Ast Mgr
Davenport, IA-Mgr
Bloomington, IL-Tech



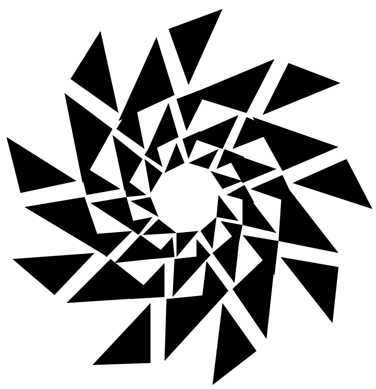






Western Region

Mira Mesa, CA-Mgr
El Centro, CA-Ast Mgr
Torrance, CA-Mgr
Kent, WA-Ast Mgr
Anchorage, AK-Mgr
Santa Maria, CA-Mgr, Ast Mgr, Tech
Foothill Ranch, CA-Ast Mgr
Oceanside, CA-Tech
Lakewood, CA-Mgr
Newark, CA-Mgr
Citrus Heights, CA-Mgr
Roseville, CA-Mgr, Ast Mgr, Tech
Valley View, TX-Tech
Plano, TX-Tech
Rockwall, TX-Tech
Amarillo, TX-Ast Mgr, Mgr
Allen, TX-Mgr
Sherman, TX-CI Coord
Greely, CO-Ast Mgr, Mgr
Auroa, CO-Tech
Littleton, CO-Tech



Southern Region

Dover, DE-Ast Mgr
Glen Burnie, MD-Mgr
Columbus, GA-Tech
Largo, MD-Mgr
Catonsville, MD-Mgr

Do you know a Winner?

Check out the current management and technician opportunities!!

Call the Referral Hotline

972-258-5552

Tech Support Tips ~ Part II



Ely and Delta Fly Monthly maintenance check

It's very important that during your monthly inspection of your ride, that you remove the outer and the inner black box. Once you have removed the inner black box, you should now see what is pictured in figure 1. At the top of the inner frame, the lift chain goes through a sprocket as the ride travels up and down. The sprocket is attached to the inner frame by a large pin. The brackets of the inner frame that the pin passes through, see figure 2, need to be checked to be sure that the chain is not rubbing on the bracket. Also the pin should fit firmly in the holes in the bracket without any space between the pin and the bracket as shown in figure 2. The chain should also be inspected for any wear and replaced if any wear is found. If you have any questions regarding the inspection of the inner frame of your ride, please contact the Technical Support Department at 785 862 6002.

Figure 2



Figure 1



IMPORTANT INFO. FROM TAX...

Attn: All General Managers in California, Minnesota, and North Carolina

According to the tax laws, only sales to the U.S. Government are tax exempt. This does <u>not</u> include Churches, Schools, or Day Care facilities, etc. If you have any questions or concerns, please call Roger Hornsby in the Support Center Tax Department at (972) 258-5443. Thank you.

WOTC Winners



April:

Midwest ~ Tulsa, OK #891

Northern ~ Scranton, PA #541

Southern ~ Catonsville, MD #412

Western ~ Corona, CA #407

May:

Midwest ~ Monroeville, PA #537

Northern ~ Brooklyn, NY #522

Southern ~ Baton Rouge, LA #609

Western ~ Chino, CA #95

CEC Entertainment 401(k) Retirement and Savings Plan Guaranteed Income Fund effective yield:



Effective July 1, 2005, the interest rate for the Guaranteed Income Fund (GIF) will be 2.70%.

This rate will remain in effect from July 1st through December 31, 2005, and is guaranteed not to change during that time.

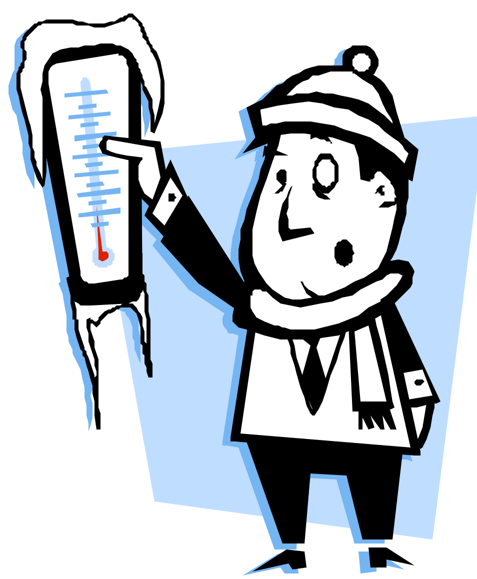
For your convenience, this information is also available by calling CIGNA's Answerline at 1-800-253-2287 or on the internet at http://www.myCIGNA.com.

Don't Neglect Your Refrigeration Equipment!

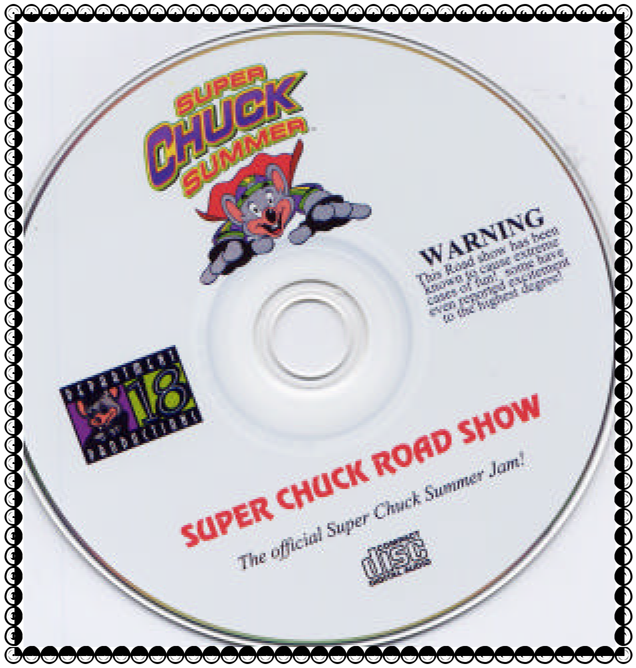
By Facilities

Good preventive maintenance practices performed on your small refrigeration equipment will improve efficiency and save on down time. Keeping the coils clean on your reach-in freezer, walk-in cooler, pizza make table and sandwich table is one way to accomplish this and can be easily done. To clean these coils, we recommend you brush down the coils at least quarterly, GENTLY removing all dust and grime. **DO NOT** use a wire bristle brush, as it will puncture holes in the coil. Also, replace all worn door gaskets to prevent cold air from escaping the unit.

If you have any questions, or have facilities issues, please contact the Facilities Department at 972/259-5643. Thank You!



MORE DETAILS ON SUPER CHUCK SUMMER...



We are starting week number four. How is the presence of Super Chuck in your location? Are you doing all that you to build Super Chuck excitement in your store? Here are a few updates/reminders:

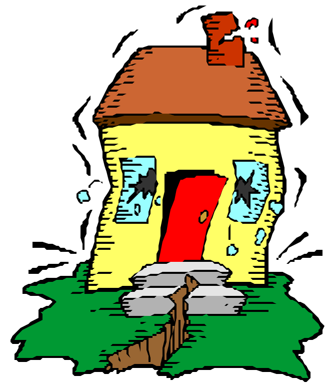
The Entertainment department has produced yet another tool that you can use to promote Super Chuck. Please see the newest road show live CD in this week's mail. Have some fun with it.

The smiles contest is a weekly winner program. As the winning cast chooses their prize, it's theirs on the spot - weekly. The only exception would be the uniform prize. If they choose, they can get another uniform shirt for when the campaign is over or get reimbursed up to $15 with a receipt. We are obligated to issue/give each new cast member their first shirt and all others should be purchased.

And lastly is the Super Chuck merchandise! Did you know that there are officially 17 theme logo'd Super Chuck summer merchandise pieces? Go right now and count to see how many you have displayed in your location... Please take the time to order what you need to get to standard. If you have any ordering problems AT ALL, please contact the Merchandise Dept. This is a HUGE part of this summer campaign.

Have a Super Chuck Summer.

Earthquake Reminders



Earthquakes strike suddenly, violently and without warning. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or loss of life from an earthquake.

BEFORE

* Fasten shelves securely to walls.

* Place large or heavy objects on lower shelves.

* Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches.

* Hang heavy items such as pictures and mirrors away from beds, couches, and anywhere people sit.

* Brace overhead light fixtures.

* Repair defective electrical wiring and leaky gas connections.

These are potential fire risks.

* Secure a water heater by strapping it to the wall studs and bolting it to the floor.

* Repair any deep cracks in ceilings or foundations. Get expert advice if there are signs of structural defects.

* Store weed killers, pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves.

Identify safe places in each room.

* Under sturdy furniture such as a heavy desk or table.

* Against an inside wall.

* Away from where glass could shatter around windows, mirrors pictures, or where heavy bookcases or other heavy furniture could fall over.

Locate safe places outdoors.

* In the open, away from buildings, trees, telephone and electrical lines, overpasses, or elevated expressways.

* Make sure all personnel know how to respond after an earthquake.

Teach all employees how and when to turn off gas, electricity, and water.

* Teach personnel how and when to call 9-1-1, police, or fire department and which radio station to tune to for emergency information.

* Contact your local emergency management office or American Red

Cross chapter for more information on earthquakes.

Have disaster supplies on hand.

* Flashlight and extra batteries

* Portable battery-operated radio and extra batteries

* First aid kit and manual

* Emergency food and water

* Non-electric can opener

* Sturdy shoes

More on Earthquakes...



Develop an emergency communication plan.

DURING

If indoors:

* Take cover under a piece of heavy furniture or against an inside wall and hold on.

* Stay inside.

* The most dangerous thing to do during the shaking of an earthquake is to try to leave the building because objects can fall on you.

If outdoors:

* Move into the open, away from buildings, streetlights, and utility wires.

* Once in the open, stay there until the shaking stops.

If in a moving vehicle:

* Stop quickly and stay in the vehicle.

* Move to a clear area away from buildings, trees, overpasses, or utility wires.

* Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.

AFTER

Be prepared for aftershocks.

Although smaller than the main shock, aftershocks cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks, or even months after the quake.

Help injured or trapped persons.

Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.

Listen to a battery-operated radio or television for the latest emergency information.

Remember to help your neighbors who may require special assistance--infants, the elderly, and people with disabilities.

Stay out of damaged buildings. Return home only when authorities say it is safe.

* Use the telephone only for emergency calls.

* Clean up spilled medicines, bleaches or gasoline or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.

* Open closet and cupboard doors cautiously.

* Inspect the entire length of chimneys, pipes, and ductwork carefully for damage. Unnoticed damage could lead to a fire.

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507

Chuck E. Cheese's

Where a kid can be a kid!

www.chuckecheese.com

Guest Relations has recently noticed a jump in guest complaints concerning outside food being brought into our restaurants. Please remember our Company Policy prohibits any outside food from being brought into Chuck E. Cheese other than cake (dessert item) and ice cream. The complaints consist of guest calling in because some managers are allowing outside food to be brought in and others are not. Please be aware of this problem and make sure all management has a clear understanding of our policy. If you have any questions regarding this issue please contact Steven Hatton directly at 972-258-5599 ext. 5563. Thanks in advance for your cooperation in this matter.





Compliments

Weekending June 12, 2005



Midwest Region:

103,345,946 & 535

Western Region:

594,320 & 315

Southern Region:

853,705,664,87 & 62

Northern Region:

499,496,651,430,519,77,846 & 844

GUEST BUSTERS GUEST BUSTERS GUEST BUSTERS

Complaints

Weekending June 12, 2005

Midwest Region:

348,360,304 & 687

Western Region:

950,594,362,314,306 & 422

Southern Region:

3-663,705,2-402 & 532

Northern Region:

843,479,650,681,780,77,542,845 & 517



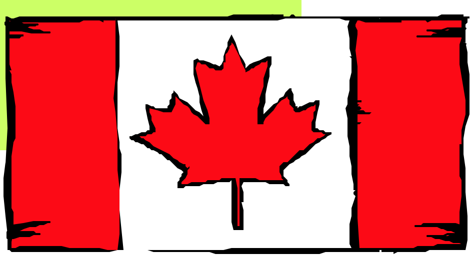
Chuck E. FOCUS

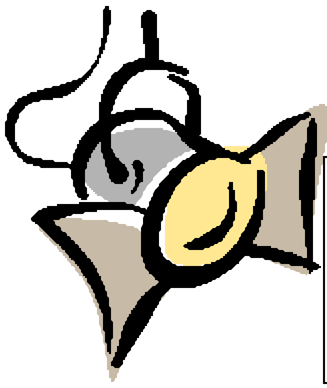
June 24, 2005

INSIDE THIS ISSUE:

HAPPY CANADA DAY!

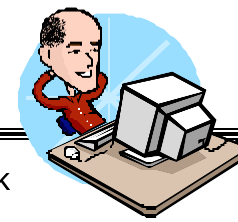
JULY 1st





In the Spotlight Dick Frank!

Sales is the only objective of business. Take great care of our Guest.



Dick Frank



Making Magic!

Make Magic West Windsor, NJ #510

Northern Region ~ Mike Heuston's District

Great Leadership From GM ~ Anthony Revello

My last visit to Chuck E. Cheese in **West Windsor, NJ** on Monday, June 13th, ended up being one of the best experiences for my children and myself. I usually despise having to go to places themed like Chuck E. Cheese, but I ended up having a great time. The last visit, approximately 9 months ago, ended horribly. I told my wife and kids that we would never come back but they convinced me to return to celebrate my eldest son's completion of kindergarten. This visit turned out to be most surprising. The kids enjoyed themselves immensely, the dressed up mouse provided entertainment the whole time we were there with many games like Follow the Leader, Simon Says, and other various games. The management and staff took care of us with whatever we needed with the utmost customer service. I am happy to say that I enjoyed myself as much as my children and will definitely recommend that my friends with children have any type of party at your location. Thank you for having such a great staff. They went above and beyond any expectations I could ever expect. Thanks again.

From Todd Horchner in our Training Department

Training Material Update: I'm proud to announce that the complete video training library is complete. Stores will be dropped shipped the revised Management tape in early July. The Management tape will include Orientation, Building your Team, Fundraising, Company Leaders, and all of the same videos that have been redone this year. When you receive this tape PLEASE discard all old management videos. Additionally, the updated Spanish video is now available for purchase through the training order form. The most exciting news is that we also have the complete video library available on DVD for $18. If your location has the capability of viewing DVD's, they are now available through the training order form in the 3rd quarter management log book.

3rd Quarter Management Log & Coin Drop Books: You will be receiving these two books directly from our vendor in Denver, CO. Usually these have come directly from our office. You should receive these books prior to July 1st. If you have ANY issues in receiving these books, please call:

Janet Romero

Dataworks

Account Manager

800-526-9635 x1179

303-761-6985 Fax

jromero@managersredbook.bz



Super Chuck Summer: Have you followed up with your team on how this campaign is going in your location? Here are the 5 points that I'd bring up at this weeks directional:

1. Scrap book sales: Is Kid Check selling these too? (Display)
2. Smiles contest: Rewarding super smiles and guest hospitality
3. Merchandise: There are 17 available items, how many do you have displayed for the guest to purchase? Remember, these are not dropped shipped. You still need to place an order to receive.
4. Guest Complaints: What is your plan on No Guest Complaints?
5. New Road Show CD: Do you have the excitement of Super Chuck in your location? Ticket splashes every hour – planned? CEC presence is a must!

A Little More Magic...

Making Magic Burnsville, MN #793

Midwest Region ~ Mike Graeber's District

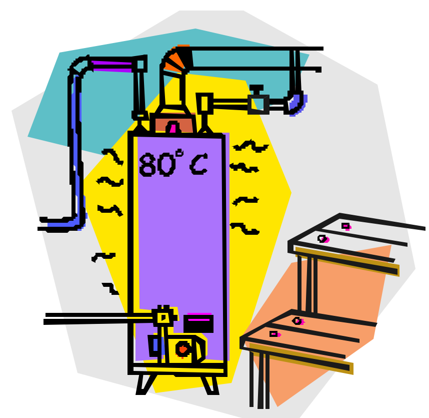
I just wanted to send a little thank you and to inform you guys of a wonderful employee that you have at the **Burnsville, MN** Chuck E. Cheese's. First of all, I had my son's birthday there on June 8th, 2005 and we had an amazing hostess. I called the store to get her name and it was **Jennifer**. She helped us so much that we didn't have to lift a finger!! We had 8 boys running around and she kept them all occupied and there was never a dull moment! She helped us serve the pizza and cake and even helped them fill up their drink glass!! When it was time for the show, she passed out tickets and the boys were so excited!! She even helped the boys pick out their prizes at the end of the party after she boxed up all of our left-over food!! She had such an up-beat personality with a professional twist and even a sarcastic sense of humor for the adults!! She was wonderful and we couldn't have asked for a better hostess! Just wanted to share my wonderful experience with you guys!



Water Heater/ Electrical Room Closets...

By Facilities

....are NOT storage spaces! *There should be a 3' clearance in front of the electrical panel and water heater at all times.* Storing items in or around the water heater, or in front of the electrical panels is dangerous! So is cleaning products or chemicals stored in these closets that have little, if any, ventilation. They can cause fires! Please keep your employees and your guests safe by not storing items in these areas.



If you have any Facilities issues, please contact us at 972/258-5643. Thank you!

CORPORATE STAFF JOB OPENING

DATE OF POSTING: 06/06/05

JOB TITLE: Administrator, Installation Coordinator

DEPARTMENT: Installations

REPORTS TO: Bret Wooten — Director, Installations

Name — Title

JOB DUTIES

- Supervise the placement of new and removal of old equipment in existing and new locations.
- Perform show installations for Corporate and Franchise units.
- Coordinate and supervise final sign-off of Sky Crawls and Play units.
- Verify the skills and kiddie room layouts.
- Assure proper taining and follow up with store Technical Managers to ensure all games and rides are fully operational.
- Verify proper location of signage in skills and kiddie rooms.
- Coordinate the ordering of parts and supplies with corporate vendors to replace damaged or failed equipment.
- Demonstrate and instruct the process to set up Tech Rooms.
- Organize each installation and ensure it stays on schedule.

Assist in the preparation of new and used equipment in a warehouse environment.

QUALIFICATIONS:

1. Experience: At least one year experience in the mechanical and electrical field. Prior CEC experience helpful. Prior installation experience preferred.
2. Technical Skills: Proficient in the use of hand tools, power tools and electronic repair equipment.
3. Education: High School/Equivalent
3. Other: Previous experience managing deadlines preferred. Must be a self-starter, flexible, able to work independently with minimal supervision. Must be able to work under tight deadlines. Professional demeanor, attitude and appearance. Available to travel to new units and remodels is necessary including within the U.S., Canada and some international locations.

APPLICATION:

1. Internal candidates must be in present position and not have received a promotion for 6 months a must meet qualifications as outlined above.

2. Notify current supervisor of your interest in applying.

3. Submit resume/application to Human Resources Dept. attn: Melody Keeble.

For all job openings, visit www.cec-careers.com.

Good Job Roger Austin & Sunrise, FL Team #434

Dear Roger Austin:

Thank you for your participation in our S.A.T. Pep Rally. It was very exciting for the entire Park Lakes Family.

Chuck E. Cheese was a very big surprise and it really meant a lot to our students and staff for his attendance. The children were in amazement, particularly when Chuck E. Cheese moved throughout the audience to greet the students and encourage them to do their best.

Your high standards and exemplary performance are valued among Park Lakes and it's community. You are truly a great asset.

Again, Thank you for a job well done.



Sincerely,

Chandar Anderson

Chandar Anderson

THE SCHOOL BOARD OF

BROWARD COUNTY, FLORIDA



TOP 10 SALES VOLUME **WEEK 24** **TOP 10 SALES INCREASE**

Rank	Loc #	Location	Sales Volume	Rank	Loc #	Location	% Increase
1.	446	Bell, CA	$81,570	1.	471	Newington, NH	62.3%
2.	377	Lynwood, CA	$74,247	2.	496	Patchogue, NY	49.1%
3.	418	Sun Valley, CA	$68,170	3.	521	Vestal, NY	43.8%
4.	420	Brandon, FL	$65,890	4.	472	Manchester, NH	43.3%
5.	453	Ventura, CA	$65,321	5.	488	Burlington, MA	38.8%
6.	438	Kendall, FL	$65,189	6.	063	Kedzie, IL	38.4%
7.	523	Bronx, NY	$62,593	7.	377	Lynwood, CA	36.0%
8.	465	Torrance, CA	$62,144	8.	625	Portland, ME	34.4%
9.	109	Burbank, CA	$61,581	9.	548	Virginia Bch, VA	30.0%
10.	410	Arden Way, CA	$61,045	10.	034	Oaklawn, IL	29.2%

FROM ROBERT GOTCHER IN ENTERTAINMENT…



Hey, everybody! What's going on? Just want to touch base with all of you Magic Makers out there in the field. Do you know that you're a major player in this thing called Entertainment? You see, we can select the coolest music, produce the hippest videos, write the best scripts, and send you the latest Road Show, but who's really gonna make it happen? I mean, who's gonna bring all this stuff to life for our guests? Well, it's YOU! Jump on board and let's have some serious fun this summer!

Let's take the Super Chuck Summer Road Show for example. How do you 'make it yours' so to speak? For starters, listen to it several times and get familiar with it. The track was produced so that you can move and dance with it. Keep it simple, energetic, and get the guests involved. Above all…have FUN with it! If you're really having fun, those around you will have fun, too! 'How do I get the guests involved?' you ask. Simple. You could say, "Come on everybody…let's get our hands clapping! Sing with us: 'Super Chuck E.', etc." The main thing is that we all interact with our guests… the kids will love it. And actually, the parents will too! Let's make the most of this Road Show during our Summer season. It will be as fun as you want it to be.

Another way to increase the Fun Factor at our locations is to make sure the show volume is up nice and strong. We know you guys hear these shows over and over and over…yes, until the cows come home, BUT our guests need to hear what we're putting out there. It will definitely make their visit much more enjoyable. So, keep those volumes up!

We sure look forward to all the material we will be sending your way. We consider all of you partners in this thing called Entertainment. We're working hard to bring you the very best material…and we rely on you guys in the field to make sure our guests hear it, experience it, and have a lot of fun because of it. Thanks for all your hard work. We'll talk to you soon!

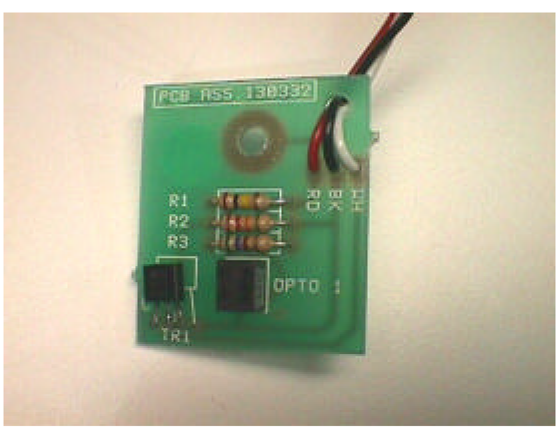
Tech Support Tips



Rubble Bubble

Coin Sense Board

The coin sense board is mounted unto the coin flipper unit assembly. There are three wires coming off the board, red (5 volts), black (ground), and a white wire which goes from 5vdc to ground when you block the sensor with a coin or your finger. If the white wire does not go to ground, the TR1 transistor has failed. The part # on the board is a BC547B which crosses to a NTE123AP. If you replace it make sure that you install the NTE123AP transistor 180 degree's opposite of the original transistor. See picture of the sense board.



THANK YOU

$1,000

TIMES OVER!!

Monica Jackson #542

Jeff Burns #728

You will receive $1000 for your referrals, **Allen Abrahamson, Tammy Barclay, and Anthony Nash** in next week's mail!

Northern Region

Regina, ONT-2 Mgr, Tech

Kingston, ONT- Mgr, Tech

Newmarket, ONT-Mgr

Windsor, ONT-Mgr

Mississauga, ONT-Tech

N. Edmonton, ALB-Mgr

Warwick, RI-Mgr

Lowell, MA -Mgr

Portland, ME-Tech

Springfield, MA-Cl. Coord

Poughkeepsie, NY-Mgr

N. Bergen, NJ-Tech

Harlem, NY-Tech

Bronx, NY-Mgr

Wayne, NJ-Mgr

Allentown, PA-Mgr

Harlem, NY-Mgr

Hicksville, NY-Tech

Hempstead, NY-Mgr

Patchogue, NY-Mgr, Tech

Mays Landing, NJ-Mgr

W. Long Branch, NJ-Cl. Coord.

Middletown, NJ-Ast. Mgr

Montgomeryville, PA-Cl. Coord.

Doylestown, PA-Cl. Coord.

Brookfield, WI-Mgr

Appleton, WI-Mgr

Chase, WI-Mgr

Racine, WI-Mgr

Melbourne, FL-Mgr, Tech

Jensen Beach, FL-Mgr

Lakeland, FL-



Western Region

Roseville, CA-Ast. Mgr, Tech

Citrus Heights, CA-Mgr

Amarillo, TX-Ast. Mgr, Mgr

Allen, TX-Mgr

Rockwall, TX-Tech

Newark, CA-Mgr

Greely, CO-Mgr, Ast Mgr

Aurora, CO-Tech

Littleton, CO-Tech

El Centro, CA-Ast Mgr

Mira Mesa, CA-Ast Mgr

Lakewood, CA-Mgr

Torrance, CA-Mgr

Kent, WA-Ast Mgr

Anchorage, AK-Mgr

Santa Marie, CA-Mgr, Ast. Mgr, Tech

Foothill Ranch, CA-Ast Mgr

Oceanside, CA-Tech

Midwest Region

Victoria, TX-2 Mgr

Beaumont, TX-Mgr

Port Huron, MI-Tech

Hobart, IN-Mgr

Crystal Lake, IL-Ast Mgr

Vernon Hills, IL-Ast Mgr

St. Paul, MN-Mgr

Grand Rapids, MI-Mgr

Portage, MI-Mgr

Davenport, IA-Mgr

Southern Region

Catonsville, MD-Mgr

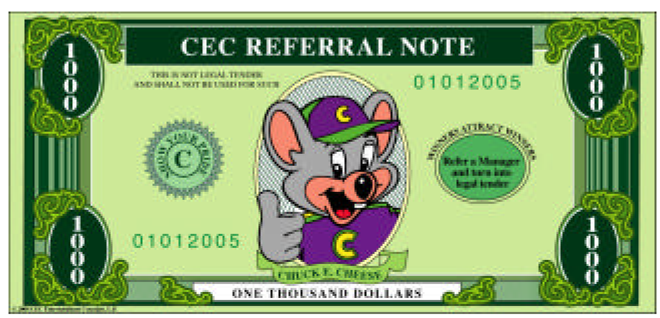
Glen Burnie, MD-Mgr

Largo, MD-Mgr

Gastonia, NC-Mgr

Charlotte, NC-Tech

Columbus, GA-Tech







Do you know a Winner?

Check out the current management and technician opportunities!!

Call the Referral Hotline

972-258-5552



4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507

Chuck E. Cheese's

Where a kid can be a kid!

www.chuckecheese.com



Congratulations to **Peggy Holley** (Virginia Beach, VA #548) winner of the second drawing from Mark Flores on a compliment received at the Support Center. Peggy has decided on a $50 Wal-Mart gift certificate. Thank you Peggy for "Making Magic" for our guests.

Compliments

Weekending June 19, 2005



Midwest Region:

793,345,570,304,534 & 691

Western Region:

90,355,446,453 & 865

Southern Region:

99,403,954 & 540

Northern Region:

2-625,512,424,510,480 & 470

Complaints

Weekending June 19, 2005

Midwest Region:

334,2-101,552,335 & 534

Western Region:

393,49,329,928 & 416

Southern Region:

636,66,657 & 966

Northern Region:

603,527,690,718,481,2-455 & 844

CHUCK E. FOCUS - JUNE 2005 ISSUES

(FOUR ISSUES - 6/3/05, 6/10/05, 6/17/05, 6/24/05)

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Archived: 5-28-12
Submission by Steve
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